

February 23, 2009

Sarita Sarvate
California Public Utilities Commission
Energy Division
505 Van Ness Avenue
San Francisco, CA 94102-3214

Re: Ninety-Third Status Report of Pacific Gas and Electric Company on the Results of Its Low Income Energy Efficiency and CARE Program Efforts In Compliance With Ordering Paragraph 17 of Decision 01-05-033, Issued May 7, 2001

Dear Ms. Sarvate:

In accordance with Ordering Paragraph 17 of Decision 01-05-033, the direction of Administrative Law Judge Gottstein at the July 11 and 28, 2001 status conferences, and the agreements reached between the utilities and the Energy Division on the format and content of the tables, Pacific Gas and Electric Company submits its attached ninety-third monthly status report on the results of its Low Income Energy Efficiency and CARE program efforts, showing results through January 2009.

The Joint Utilities, the Energy Division and the Division of Ratepayer Advocates worked together to update and streamline the reporting tables beginning with the January 2007 results. We are submitting the January 2009 report to the Energy Division and providing a courtesy copy to the service lists in R.08-07-011, A.08-05-022, etc., and A.08-06-031.

Very truly yours,

/s/
DANIEL F. COOLEY

DFC:pjd

Enclosures

cc: ALJ Kimberly Kim
All Parties on Official Service Lists for R.08-07-011, A.08-05-022, etc.
and A.08-06-031

PG&E Low Income Programs Monthly Report for January 2009

This Low Income Programs Monthly Report complies with Ordering Paragraphs 14 and 17 of Decision (D.) 01-05-033, requiring the utilities to comply with reporting and program evaluation requirements previously established for the California Alternate Rates for Energy (CARE) and Low Income Energy Efficiency (LIEE) programs, including the reporting of costs and effects from these programs on an annual basis using the Reporting Requirements Manual. Reporting categories are consistent with the definitions contained in the Reporting Requirements Manual filed on January 10, 2002, as revised with Energy Division, following the February 21, 2007 public workshop. Additionally, utilities are required to file regular monthly status reports on the results of their Low Income Programs.

A complete listing of the Low Income Programs Reporting Tables is included in Attachment A to this report.

Monthly Low Income Programs Reporting

This Low Income Programs Report includes actual LIEE and CARE results and expenditures through January 2009. ***All results reported in this monthly report update and supersede data reported in previous reports.***

2009 Reporting. D.08-11-031 authorized PG&E's CARE and LIEE programs and budgets for 2009-2011. The authorized CARE administration budget is \$9,064,000 for 2009 (including \$350,000 for PG&E's 2009 Cooling Center Program). The authorized LIEE program budget for 2009 is \$109,056,366, plus any unspent carryover funds from previous years.

The Joint Utilities, the Energy Division and the Division of Ratepayer Advocates worked together on a proposal to update and streamline low income reporting tables for 2007. Some of the previous reporting tables were specific to California State Senate Bill X1-5, enacted in 2001, which required Low Income Rapid Deployment Program funding restrictions and criteria that are no longer relevant to the current programs. Additionally, there have been many changes to the low income programs since 2001 that were not adequately represented in program reports.

D.06-12-038, Ordering Paragraph 9, specified that the Joint Utilities should collaborate with the Energy Division on reporting and comply with reporting requirements set forth by the Energy Division. The Joint Utilities, in consultation with the Energy Division and the Division of Ratepayer Advocates, are using the new reporting criteria agreed to in a November 8, 2006 conference call, beginning with the January 2007 report submitted February 21, 2007. A public workshop to discuss low income program reporting was held at the California Public Utilities Commission (Commission) on February 21, 2007. Workshop participants reviewed and reached consensus on the LIEE monthly reports and reporting categories.

PG&E is using the most recent measure energy savings by climate zone developed in the

Joint Utility 2001 LIEE Program Evaluation and the Standardization Team's Cost Effectiveness Report for all measures where these are available. For measures not included in the program year (PY) 2001 Evaluation, PG&E is using the best data available from the Database of Energy Efficiency Resources (DEER) or other sources. An impact evaluation of the PY2005 LIEE program was completed on December 19, 2007.

D.08-11-031, Ordering Paragraph 90, directed the IOUs to report in their monthly and annual reports, the number of customer complaints received about CARE recertification efforts and the nature of the complaints beginning with the first report due on or about December 31, 2008.

Customer Eligibility. In March 2003, the Joint Utilities updated and revised the penetration rate calculation methodology in compliance with D.02-07-033 and Assigned Commissioner's Ruling (ACR) dated December 27, 2002, as described in previous reports.¹

To qualify for the CARE and LIEE programs, a residential customer's household income must be at or below 200 percent of Federal Poverty Guidelines, as required in D.05-10-044.

The Joint Utilities updated their annual customer eligibility estimations as required in a June 24, 2004 Commission Scoping Memo and filed these new annual estimates of the number of CARE-eligible customers for 2009 on October 15, 2008 (as later authorized going forward by D.06-12-038, Ordering Paragraph 10). PG&E uses these new eligibility estimates in these 2009 reports. As a result of this annual demographic adjustment, the estimated CARE and LIEE-eligible populations in PG&E's service area have both increased. As a result of the increase in eligible population, PG&E's 2009 CARE and LIEE penetration rates have decreased slightly from the penetration rate reported at the end of 2008 and are thus not comparable to penetration rates reported for 2008.

Low Income Program Highlights

CARE Program Updates

On April 23, 2008, the Commission issued its annual update to the CARE and LIEE program income guidelines effective June 1, 2008 through May 31, 2009. PG&E incorporated the new CARE and LIEE income guidelines into its tariffs and all program materials, as described in Advice 2924-G/3268-E filed on May 14, 2008.

On November 6, 2008, the Commission issued D.08-11-031, which approved PG&E's requested CARE administrative budgets for 2009-2011. In response to Ordering Paragraph 90 of that decision, PG&E reports that it received no complaints about CARE

¹ The *Joint Utility Methodology for Calculating CARE Penetration* (February 6, 2002) and the *Joint Utility CARE Eligibility Update* (February 21, 2003) can be found as Attachments A and B in PG&E's *Nineteenth Annual Progress Report to the California Public Utilities Commission on the California Alternate Rates for Energy (CARE) Program, January 1, 2007-December 31, 2007*, submitted April 30, 2008.

recertification in January.

CARE Program Automatic Enrollment

PG&E currently exchanges data with Southern California Edison Company (SCE) and Southern California Gas Company (SCG) to automatically enroll their CARE customers who also receive PG&E service. PG&E also participates in data exchanges of qualified low income customers with the Sacramento Municipal Utility District (SMUD) and Modesto Irrigation District (MID). PG&E provides natural gas in the SMUD and MID electric service areas and will automatically enroll qualified low income customers served by SMUD and MID into CARE.

PG&E has resumed the automatic enrollment of LIHEAP customers, as authorized in D.02-07-033. 17,525 LIHEAP customers were automatically enrolled in CARE in 2008.

CARE Program Outreach in January

PG&E's CARE Program rolled out these outreach direct mailings to increase enrollment of eligible customers:

- Recertification Direct Mail: 8,897 English/Spanish direct mail pieces were mailed to customers who failed to recertify.
- Executive-sponsored Direct Mail: 200,000 English/Spanish applications were mailed to targeted list of customers.
- Volunteer Income Tax Assistance (VITA)/United Way Initiative: PG&E partnered with VITA/United Way to include 10,000 English/Spanish applications in their mailings.

The CARE Program participated in outreach events in San Francisco where program representatives were available to answer questions and help customers enroll in the program.

Low Income Energy Efficiency Program

PG&E contracts directly with both community-based organizations and private contractors who provide a wealth of experience in the communities they serve. PG&E currently has 20 installation contractors and one appliance contractors who serve 48 counties and over 70,000 square miles in PG&E's service area.

PG&E is currently developing contracts with Low Income Home Energy Assistance Program (LIHEAP) agencies that are not working within PG&E's LIEE program. PG&E is coordinating with these LIHEAP agencies to install Energy Star® refrigerators in homes receiving PG&E electric service where the LIHEAP contractors have installed all other measures under the State Weatherization Program. This allows both the LIEE and LIHEAP programs to leverage their resources and help additional low income homes.

PG&E and its contractors use PG&E's Energy Partners Online database (EPO) for LIEE activities. The database shows which customers received LIEE services, what year they were provided, and which customers are participating in CARE. With this information, the contractors are better able to market to the community, e.g., contacting only those customers who have not received LIEE services in the past.

Through EPO, contractors are provided information about customers who have requested LIEE services (referrals). Each home that receives LIEE services where the customer is not on the CARE rate is then signed up for the CARE discount. In the month of January 2009, 312 LIEE participants were enrolled in CARE.

LIEE program materials are provided in seven languages: English, Spanish, Vietnamese, Chinese, Russian, Korean, and Hmong.

In addition, PG&E continues to combine its LIEE and CARE outreach activities in order to leverage low income outreach efforts and provide PG&E low income customers with the knowledge and tools to access all of PG&E's free energy services.

Attachment A
Low Income Programs Monthly Reporting Tables

LIEE Tables

Table 1L – LIEE Program Expenses

Table 2L – LIEE Measure Installations & Savings

Table 3L – Average Bill Savings per Treated Home

Table 4L – LIEE Homes Treated by County

Table 5L – LIEE Customer Summary

Table 6L – Expenditures for Pilots and Studies

CARE Tables

Table 1C – CARE Program Expenses

Table 2C – CARE Enrollment, Recertification, Attrition, and Penetration

Table 3C – CARE Standard Random Verification Results

Table 4C – CARE Enrollment by County

Table 5C – CARE Capitation Contractors

Table 6C – CARE Participants as of Month-End

Table 7C – Expenditures for Pilots and Studies